

Job Title: Public Information Service Representative
Department: Real Estate Division – Public Information Department
Reports to: Public Information Supervisor
Salary: \$30,014-\$42,019/Grade 2 **Excellent Benefits Package

SUMMARY

The Franklin County Auditor's Real Estate Public Information Section is the first line public contact area for Real Property information. The Service Representatives provide information to walk-in and phone customers using tax, appraisal and mapping software systems, sales of real estate appraisal cards, maps, and data CDs, customer support for the Auditor's webpage, directing customers to other county offices, plus assisting other departments with projects as needed.

The successful candidate must become knowledgeable of the Real Estate Division operations and use of all Real Estate software systems plus a general knowledge of all areas within the Auditor's Office.

Public Information representatives may be assigned other duties and responsibilities as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Job responsibilities will include but are not limited to:

- Assisting tax payers via the phone, email or in person
- Setting and reaching goals and objectives for self
- Providing assistance and support to staff and other divisions of the Real Estate Division
- Continuing development and training
- Understanding and supporting diversity
- Calculating annual property tax assessments
- Generating real estate maps
- Must be able to successfully pass BCI background check

COMPETENCY

To perform this job successfully, an individual should demonstrate the following competencies:

- Excellent customer service and professional telephone skills
- Excellent typing and computer skills
- Ability to read maps
- Filing
- Cash Register
- Excellent oral and written communication skills
- Ability to compose letters and memos
- Problem-solving skills with an ability to prioritize
- Ability to work independently
- Detail oriented and strong organizational skills
- Ability to multi-task
- Proficient in Microsoft Office products and the Internet

EDUCATION/EXPERIENCE

The education and experience requirements listed below are representative of this position's requirements.

- Must have a high school diploma or GED, some college preferred
- One year Customer Service Experience, preferably in call center environment or training and experience which provides the desired knowledge, skills, and abilities necessary to perform the position's essential duties and responsibilities
- Real Estate background a plus

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printer materials and computer screen; and hearing and speech to communicate in person and over the telephone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AN EQUAL OPPORTUNITY EMPLOYER